

Wellbeing conversations A manager's guide

Your role

The pandemic has made it important to have regular and informal conversations with your staff about their wellbeing. We are recommending that at least one wellbeing conversation takes place annually as part of an existing catch up scheduled with your team members, for example, in 121's, supervisions, and/or performance appraisals.

Wellbeing conversations aim to support staff in managing their wellbeing at work and at home and to signpost them to support services aligned to their individual needs. The ELFT personal wellbeing plan (https://www.elft.nhs.uk/uploads/files/1/Communications/Internal%20Comms/ELFT_Wellbeing_Conversations_Personal_Wellbeing_Plan_JAN2021.pdf), although owned by the employee, is a tool to help you structure the conversation on elements that are key to their wellbeing.

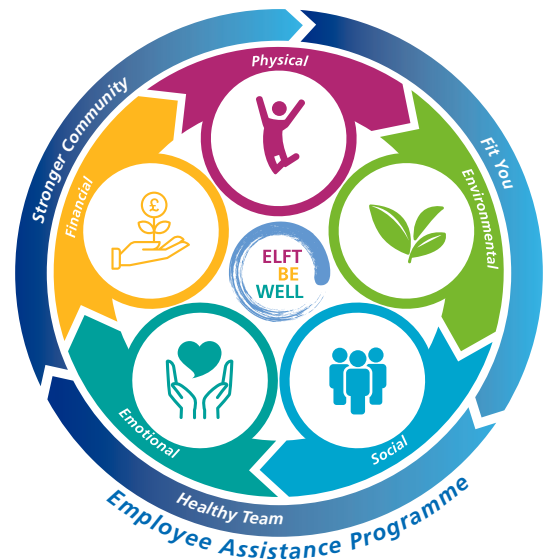
As a manager, you are not expected to have all the answers nor provide solutions to all the challenges a staff member may be facing. All we ask is that you are supportive, empathetic and willing to listen.

- Show and talk about the importance of wellbeing
- Create conditions where the wellbeing of your team is supported
- Be active in role modelling your own wellbeing - you have an impact on those around you
- Engage your team to take positive steps to improve their wellbeing and signposting them to the relevant support systems

Having the wellbeing conversation

- Use the wellbeing wheel for guidance on areas to cover
- Identify positive steps that the individual can take to improve the elements of their wellbeing that they have highlighted as a concern
- Discuss what support they need from you as their manager
- Signpost wellbeing resources available to support the employee's unique requirements (Appendix A)
- Agree a review date in the future

The ELFT BE WELL wheel



For more information on the ELFT BE WELL wheel visit https://www.elft.nhs.uk/uploads/files/1/Communications/Internal%20Comms/ELFT_Employee_Wellbeing_2020_interactive.pdf

Conversation starters

- How are you doing?
- What have you been working on today?
- We are living in unprecedented times, how are you coping with things at the moment?
- We haven't caught up in a while and I wanted to take this time to check in with you

The ELFT personal wellbeing plan

- To help facilitate the wellbeing conversation, including questions to ask, we have created an ELFT personal wellbeing plan https://www.elft.nhs.uk/uploads/files/1/Communications/Internal%20Comms/ELFT_Wellbeing_Conversations_Personal_Wellbeing_Plan_JAN2021.pdf
- If you would like to use this plan to guide the conversation, familiarise yourself with the plan prior to engaging with your team member
- On completion, the ELFT wellbeing plan is the employee's to own
- This completed document does not need to be sent anywhere, although there will be a reminder check box incorporated into the appraisal form to ensure that at least one wellbeing conversation has taken place within the year.

For more information and support on facilitating a wellbeing conversation please follow: <https://people.nhs.uk/guides/health-and-wellbeing-conversations-support-for-facilitators/>

For any queries please contact: elft.employee.engage@nhs.net

ELFT WELLBEING SUPPORT RESOURCES

ELFT's Employee Assistance Programme is an anonymous call line directed to external registered counsellors and advisors who are available 24/7. The service is not only for emergency counselling, it can be used to gain advice on almost any aspect of life, from landlord issues to holiday bookings. Please reach out for confidential assistance on 0800 174 319.

Physical Wellbeing

Internal Support	ELFT's wellbeing fitness platform provides a weekly programme where sessions are held via Zoom. For updated timetable, access 'Staying Active' on the Staff Wellbeing page: https://www.elft.nhs.uk/Professionals/Information-for-ELFT-Staff/People--Culture/Staff-Wellbeing
	Flu Vaccines, - if you're looking to get a flu jab please contact elft.fluleadqueries2020@nhs.net
	Cycle to work scheme allows you to purchase a bike through salary deduction making savings on Tax & NI contributions, for further details please visit www.vivup.co.uk
	Eye Care vouchers, further information can be found here: https://www.elft.nhs.uk/uploads/files/1/Communications/Internal%20Comms/DSE%20Policy%20-%20Eye%20Care%20Protocol.pdf
	For further information on how we approach the Menopause click through to the guide: https://www.elft.nhs.uk/uploads/files/1/Communications/Internal%20Comms/The%20Menopause%20at%20Work.pdf
External Support	Gym Membership – All NHS staff are entitled to an NHS corporate discount when you show your NHS ID badge to any local leisure centre/gym
	Body Combat sessions for ELFT are starting for Staff every Wednesday at 6pm via Zoom for further information visit our website https://www.elft.nhs.uk/Professionals/Information-for-ELFT-Staff/People--Culture/Staff-Wellbeing
	Yoga and Pilates classes are being run each week via Zoom, email dawnyoga4you@hotmail.co.uk https://www.elft.nhs.uk/Professionals/Information-for-ELFT-Staff/People--Culture/Staff-Wellbeing
	The Body Coach has many videos for short intense workouts for all skill levels on YouTube https://www.elft.nhs.uk/Professionals/Information-for-ELFT-Staff/People--Culture/Staff-Wellbeing

Emotional Wellbeing

Internal Support	ELFT's Emotional Support Call-Back Service can be accessed by emailing elft.communications@nhs.net
	Occupational Health can be contacted on 01327 810777 or email: elft@teamprevent.co.uk
	Carefirst, a 24-hour staff helpline, can be contacted on 0800 174 319 or by logging in online www.carefirst-lifestyle.co.uk : Username: ELFT; Password: employee
	IAPT/Talking Therapies Services. Staff who refer themselves to IAPT services run by ELFT will be given priority so make it known that you are a member of staff.
External Support	Download the Woebot App to help reduce stress, combat isolation and offer supportive techniques. Click here to find out how it works: https://www.elft.nhs.uk/uploads/files/1/Wellbeing/Woebot%20Download%20Poster%20-%20cfgen.pdf
	Silver Cloud is free to access for all staff to a CBT online platform by using the access code: NHS2020 https://www.silvercloudhealth.com/uk
	Butterfly Hug is an online resource for traumatic stress relief using the 'butterfly hug' technique https://1stcontact.net/
	Headspace provides mindfulness and mediation tools. Free for NHS staff. www.headspace.com/nhs

	<p>Headspace provides mindfulness and mediation tools. Free for NHS staff. www.headspace.com/nhs</p>
	<p>Sleepio is a personalised sleep improvement programme. Free for NHS staff using the code: NHS2020 https://www.nhs.uk/apps-library/sleepio/</p>
	<p>'NHS in Mind' is a free platform containing interventions to help combat high anxiety, panic and fatigue https://www.nhsinmind.co.uk/</p>
	<p>Together In Mind are podcasts and resources that support wellbeing of NHS staff during this difficult time https://togetherinmind.nhs.uk/</p>
	<p>For domestic abuse support, please contact a helpline such as Refuge: 0808 2000 247 or visit https://www.refuge.org.uk/</p>
	<p>If you would like to contact a Samaritan, please call 116 123 for free 24/7, there is also a free web chat service which can be accessed on www.samaritans.org</p>
	<p>'The Support The Workers' have developed training to provide psychosocial support to frontline staff https://www.supporttheworkers.org/</p>
	<p>Daylight app helps people experiencing symptoms of anxiety using CBT, voice and animation https://people.nhs.uk/help/support-apps/daylight/</p>
	<p>The "Going Home Checklist" from Mind can help staff switch off from work https://people.nhs.uk/clinical/going-home-checklist/</p>
	<p>Good Thinking provides free wellbeing support and has been updated in response to COVID-19 https://www.good-thinking.uk/</p>
	<p>Hawk Training offer courses on emotional resilience and managing stress in the workplace. Free for NHS staff https://info.hawktraining.com/short-courses/managing-workplace-stress</p>

Financial Wellbeing

Internal Support	<p>ELFT Hardship Fund provides financial support to help when it is most needed details can be found on the Trust intranet: http://elftintranet/sites/common/Private/Contentobject_View.aspx?id=62266</p>
	<p>Home Technology Benefits scheme - The Trust has introduced a scheme to enable you to spread the cost of technological purchases by deducting monthly amounts from your salary, details can be found on the Trust intranet: http://elftintranet/sites/common/Private/Contentobject_View.aspx?id=60257</p>
	<p>We're pleased to announce that East London NHS Foundation Trust has partnered with YoopiesAtWork, to provide a dedicated domestic assistance platform. This solution will help you to find childcare and other domestic services such as tutoring, housekeeping, pet sitting and elderly care. Entre the registration code: Elft2020 at elft.yoopies.co.uk</p>
	<p>The Trust offers a 40% subsidy towards the cost of Holiday Play Schemes during school holidays, please use the application form below: https://www.elft.nhs.uk/uploads/files/1/Communications/Internal%20Comms/ELFT%20HOLIDAY%20PLAYSCHEME%20SUBSIDY%20GUIDELINES.pdf</p>
	<p>The Credit Union is a long established savings and loans co-operative that encourages people to save rather than borrow. Thousands of employees across London and surrounding region already take advantage of a payroll savings scheme which allows you to have your savings, or loan repayments, deducted directly from your salary. Further information can be found on the Trust intranet. http://elftintranet/sites/common/Private/Contentobject_View.aspx?id=41101</p>
	<p>ELFT has joined the 'Working with' Cavell Nurses' Trust membership programme. The Cavell Nurses' Trust supports UK nurses, midwives and healthcare assistants both working and retired when they're suffering personal or financial hardship, often due to illness, disability, older age and domestic abuse. Further information can be found on the Trust intranet. http://elftintranet/sites/common/Private/Contentobject_View.aspx?id=58572</p>
	External Support
	<p>Busy Bees offers care for children age 4 and over with free registration for NHS staff https://www.busybeeschildcare.co.uk/</p>
	<p>SearchChildcare offers information, advice and support on registered childminders https://searchchildcare.org.uk</p>
	<p>London Koru Kids provides part time and after school nannies. Code: NHS50 will give you £50 off www.korukids.co.uk</p>

Social Wellbeing

Internal Support	ELFT Networks: https://www.elft.nhs.uk/Working-For-Us/Looking-After-Our-Staff/Staff-Networks
	ELFT in1Voice is chance for you to be part of the Trust Choir, further information can be found on the Trust intranet http://elftintranet/sites/common/Private/Contentobject_View.aspx?id=59558
External Support	There are many methods to stay connected with others such as Zoom, which is a free and easy to use video chat https://zoom.us/download
	Spotify can help you create collaborative playlists with friends and listening to podcasts just download the app https://www.spotify.com/

Environment Wellbeing

Internal Support	War on Waste – make a difference and turn it off to support the war on waste campaign http://elftintranet/sites/common/Private/Contentobject_View.aspx?id=48315
	Display Screen Equipment Risk Assessments, further information can be found on the Trust intranet http://elftintranet/sites/common/Private/Contentobject_View.aspx?id=28633
	The Green Travel Plan initiative - As part of the Trust's ambition to operate more sustainably with the Green ELFT Campaign, a Green Travel Plan has been created. This will play a large part in helping the Trust achieve its carbon commitments of 80% co2 reduction by 2050. http://elftintranet/sites/common/Private/Contentobject_View.aspx?id=60562